

## ECS/EMD Configuration Change Request

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Page(s)

1. Originator Benzell Floyd	2. Log Date: 4/26/04	3. CCR #: 04-0028A	4. Rev: —	5. Tel: (301) 925-0518	6. Rm #: 3083	7. Org. COTS SW
8. CCR Title: Upgrade Remedy ARS 4.5.2 on miami and Remedy 4.5.2 Clients on PC (bfloyd1) to Remedy ARS 5.1.2						
9. Originator Signature/Date Benzell Floyd /s/ 4/22/04			10. Class II	11. Type: CCR	12. Need Date: 04/23/04	
13. CCR Sponsor Signature/Date Pamela Johnson /s/ 4/23/04			14. Category of Change: EDF/Infrastructure		15. Priority: (If "Emergency" fill in Block 27). Emergency	
16. Documentation/Drawings Impacted (Review and submit checklist):			17. Schedule Impact:		18. CI(s) Affected:MLCI, MCI	
19. Release Affected by this Change:		20. Date due to Customer:		21. Estimated Cost: None - Under 100K		
22. Source Reference: <input type="checkbox"/> NCR (attach) <input type="checkbox"/> Action Item <input type="checkbox"/> Tech Ref. <input type="checkbox"/> GSFC <input checked="" type="checkbox"/> Other: ECS COTS Deployment Plan, Vol 8 (335-CD-008-001); P3 Schedule Activities IDs: E1CTSWE072, E1CTINF290						
23. Problem: (use additional Sheets if necessary) Remedy ARS Version 4.5.2 (used for Trouble Ticket and Inventory, Logistics, Maintenance (ILM) applications) is approaching its "end of support" date and must be replaced with a newer version of Remedy ARS.  Revision: This is a revision to get the Remedy ARS User Tool patch # 1308 and Admin tool patch # 1289 installed on bfloyd and tran PCs. These patches have some fixes that are needed for the Remedy ARS 5.1.2 upgrade activity.						
24. Proposed Solution: (use additional sheets if necessary) Upgrade Remedy ARS Version 4.5.2 in the IDG Cell (on miami and bfloyd's PC) to Remedy ARS Version 5.1.2, apply the Remedy ARS 5.1.2 related server and client patches, and install Remedy ARS 5.1.2 Mid Tier capability. This will enable us to evaluate and customized Remedy ARS 5.1.2 for ECS use. No additional licenses are required.						
25. Alternate Solution: (use additional sheets if necessary) none						
26. Consequences if Change(s) are not approved: (use additional sheets if necessary) Current ECS Remedy ARS Version 4.5.2 will no longer be supported by its vendor in the near future. ECS personnel's ability to resolved Remedy problems in the future will be severely degraded.						
27. Justification for Emergency (If Block 15 is "Emergency"): Three weeks behind schedule. Need installs soonest to avoid falling further behind.						
28. Site(s) Affected: <input checked="" type="checkbox"/> EDF <input type="checkbox"/> PVC <input type="checkbox"/> VATC <input type="checkbox"/> EDC <input type="checkbox"/> GSFC <input type="checkbox"/> LaRC <input type="checkbox"/> NSIDC <input type="checkbox"/> SMC <input type="checkbox"/> AK <input type="checkbox"/> JPL <input type="checkbox"/> EOC <input type="checkbox"/> IDG Test Cell <input type="checkbox"/> Other						
29. Board Comments:			30. Work Assigned To:		31. CCR Closed Date:	
32. SCDV CCB Chair (Sign/Date):			Disposition: Approved App/Com. Disapproved Withdraw Fwd/ESDIS ERB Fwd/ECS			
33. EDF CCB Chair (Sign/Date): Darryl Washington /s/ 4/23/04			Disposition: <b>Approved</b> App/Com. Disapproved Withdraw Fwd/ESDIS ERB Fwd/ECS			
34. ECS CCB Chair (Sign/Date):			Disposition: Approved App/Com. Disapproved Withdraw Fwd/ESDIS ERB Fwd/ESDIS			